

Booking Settings





Booking Settings

| | |
|-----------------------------------|---|
| Adding a Minimum Stay Requirement | 3 |
| Syncing Your Calendars | 5 |
| Cancellation Policies | 6 |

Adding a Minimum Stay Requirement

Think about what's involved in having a guest come stay at your place: You need to communicate with the guest prior to their arrival. You need to organize to have the place cleaned. You need to provide access and exchange keys. All of this takes time. And time is money.

Now imagine any given month: Let's say it has 30 days. And let's say that you've hit the jackpot and miraculously have 100% occupancy. Let's assume that when you add up the time and costs involved in preparing your place for each stay, it comes to \$25. And let's assume that you charge \$100 per night to stay at your place.

If we play out two scenarios – one **with** and one **without** a minimum stay requirement – let's take a look at the profitability of each...

| | 3-night minimum stay requirement | No minimum stay requirement |
|----------------|-------------------------------------|--------------------------------|
| Bookings | 9x 3 night stays | 30x 1 night stays |
| Nightly rate | \$100 | |
| Income | \$2,700 | \$3,000 |
| Costs Per Stay | \$25 | |
| Monthly Costs | $10 \times \$25 = \250 | $30 \times \$25 = \750 |
| Profit | $\$2,700 - \$250 =$ \$2,450 | $\$3,000 - \$750 =$ \$2,250 |

The scenario with the 3-night minimum stay would net you \$200 more profit than the scenario with no minim stay requirement. This is achieved simply by implementing a minimum stay requirement (and even with a lower occupancy rate!)

Adding a Minimum Stay Requirement

As long as your minimum stay requirement remains reasonable (like two or three nights), you have more to gain from the increased profitability than you have to lose from a potentially lower occupancy rate.

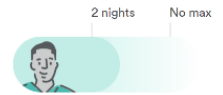
Trip length

Minimum stay

Maximum stay

How long can guests stay?

Travelers can book stays of 2 nights or longer.



Just ensure that your minimum stay requirement does not become too large, as it may become a prohibitive factor in getting found and booked.

To set a minimum (and maximum) stay requirement: Login to Airbnb > In **Hosting** mode, select **Listings** from the top menu > Click on your listing > Click on **Availability** from your listing's menu > Click the **Edit** button for the **Trip Length** section > Enter your minimum stay requirement into the **Minimum Stay** input box > Click **Save**

Setting a Minimum Stay Requirement for Seasons and Weekends

You're also able to add a minimum stay requirement for specific periods of time.

You are able to specify your minimum night stay requirement for either:

- Any of the four seasons (Jun–Aug, Sep–Nov, Dec–Feb, Mar–May); or
- Any specific dates you specify (e.g. periods of high demand such as Christmas, Thanksgiving or NYE)

You can also add a requirement that guests are only able to check-in on a particular day of the week.

Edit a requirement

During

Minimum stay

Check-in day

Any day of the week

Only Monday

Only Tuesday

Only Wednesday

Only Thursday

Only Friday

Only Saturday

Only Sunday

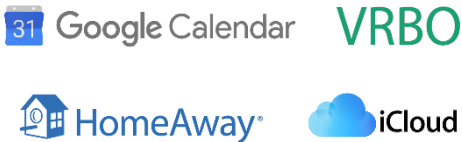
Syncing Your Calendars

If you list your space on Airbnb and other booking websites, you are able to prevent multiple guests from booking the same dates by **syncing your Airbnb calendar with your other calendars**.

CALENDAR IMPORTING

Calendar importing allows you to automatically keep your Airbnb calendar up-to-date with an external calendar that supports the **iCalendar** format.

These include:



To import a calendar: Login to Airbnb > In **Hosting** mode, select **Listings** from the top menu > Click on your listing > Click on **Availability** from your listing's menu > Click **Import Calendar** under the **Sync calendars** section > Paste your calendar's URL in the **Calendar Address (URL)** input box > Name the calendar in the **Name Your Calendar** input box > Click **Import Calendar**

If you edit an external calendar that syncs with your Airbnb calendar, it will take a few hours for changes to be visible to guests viewing your listing.

CALENDAR EXPORTING

Calendar exporting lets you view your Airbnb calendar on an external calendar that supports the *iCal* format.

To export your calendar in iCal format: Login to Airbnb > In **Hosting** mode, select **Listings** from the top menu > Click on your listing > Click on **Availability** from your listing's menu > Click **Export Calendar** under the **Sync calendars** section > Copy and paste the displayed Airbnb calendar link into your iCal applications

Cancellation Policies

Most guests on Airbnb that book have full intent on staying at the places that they book. Every now and then, guests will need to cancel for any number of unforeseen, but legitimate reasons. And occasionally, some guests will be frivolous in their booking, and do so with the assumption that they can always cancel their reservation at a later date.

Cancellation policies **protect hosts in the event of unexpected guest cancellations**. Each listing on Airbnb has a cancellation policy that is chosen by you – the host. These cancellation policies are the conditions under which you will or won't return money to a guest upon the guest choosing to cancel their reservation.

These various policies empower hosts to protect themselves with the level of protection they believe necessary or appropriate. The policy you decide to run with is decided entirely by you. If in doubt, hosts should err on the side of stricter cancellation policies to gain fuller protections.

Hosts are able to choose from three standardized cancellation policies:

| | Refund Amount | Notice Time Required Prior to Check-In* |
|----------|---------------|---|
| Flexible | 100% | 1 day |
| Moderate | | 5 days |
| Strict | | 14 days (if cancelled within 48hrs of booking) |
| | 50% | 7 days |

*Check-in refers to your listing's local check-in time (or 3:00 PM if not specified) on day of check-in

Airbnb also provide super-strict policies offered by invitation only as well as long-term cancellation policies that apply to all reservations of 28 nights or more.

Cancellation Policies

For **Strict** cancellation policies, guests receive a default 48-hour grace period. This means they will receive a full refund if they cancel within 48 hours of booking, as long as their check-in date is at least 14 days away. After this 48-hour window, the regular cancellation policy applies.

Guests need to agree to a host's cancellation policy when they book. A host will be able to see the number of reservations a guest has cancelled over the previous 12 months when the guest submits a request to book.

The cancellation policy you choose will not display until a guest views your Airbnb listing page – another reason you are encouraged to opt for stricter cancellation policies. The flip-side of this is that once viewed on your listing page, lenient cancellation policies do encourage more bookings.

To view or change your cancellation policy: Login to Airbnb > In **Hosting** mode, select **Listings** from the top menu > Click on your listing > Click on **Booking Settings** from your listing's menu > Click the **Edit** button for the **Policies** section > Choose either **Flexible**, **Moderate** or **Strict** under **Cancellation policy** > Click **Save**

Cancellation policy

Choose your policy for trip cancellations by guests. [View the full details for these cancellation policies.](#)

☐ Flexible

Full refund 1 day prior to arrival

☐ Moderate

Full refund 5 days prior to arrival

☐ Strict

Full refund for cancellations made within 48 hours of booking, if the check-in date is at least 14 days away. 50% refund for cancellations made at least 7 days before check-in. No refunds for cancellations made within 7 days of check-in.

If you update your cancellation policy, it will only apply to reservations that are made *after* you make the changes. It will not apply to upcoming reservations that you have already accepted.

Cancellation Policies

WHEN IS A RESERVATION CANCELLED?

A reservation is officially cancelled when the guest clicks the cancellation button on the cancellation confirmation page.

If your guest cancels a reservation in his or her Airbnb account, you will be automatically notified via email (see next page) and your calendar will be automatically opened so you can again accept reservation requests from other guests for the previously-booked dates.

You can always verify the status of a reservation by logging into Airbnb and going to:

www.airbnb.com.au/hosting/reservations



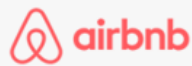
Cancelled reservations will have their status listed as "Cancelled":

Reservations

Upcoming All  Filter

| Status | Guests | Dates ^ | Booked | Listing | Earnings | |
|-----------|--------------------------------|----------------------------|--------|--|----------|------------------------------|
| Cancelled | Lilian 3 adults, 2 children | Jan 1-10, 2019 2 nights | — | Family-friendly Dream NYC Apartment | \$0.00 | <button>Message</button> ... |

Cancellation Policies



Hi Thomas,

We regret to inform you that your guest Samantha cancelled reservation ABD123EFG starting on 2018-10-01. Per your cancellation policy, your payout has been updated to \$500.00. Your guest was refunded \$1000.00.

This payout will be released 24 hours after the check-in date. You can review the updated payout in your transaction history.

You can also refund the full amount to the user by clicking the button below.

Issue full refund

For more information on cancellation payouts, please see our [FAQ](#).

Your calendar has also been updated to show that the previously booked dates are now available.

Regards,
The Airbnb Team

P.S. We know getting a cancellation is disappointing. But bookings rarely get cancelled, so don't worry, no matter how often you host, this isn't likely to happen often!



Sent with ♥ from Airbnb

[Email preferences](#)

Cancellation Policies

NO-SHOWS AND CANCELLATIONS AFTER CHECK-IN

Should your guest decide not to show up, Airbnb will uphold your cancellation policy. Your payout will be released normally – 24 hours after the originally-scheduled check-in date (as long as you've upheld your host obligations). Payouts for canceled reservations are not released early.

If **pre-trip notice requirements are not met**, this is what happens:

| | First night of reservation | Refund on remaining nights of reservation |
|----------|----------------------------|---|
| Flexible | Non-refundable | 100% |
| Moderate | | 50% |
| Strict | | Non-refundable |

If your guest has already checked-in and wishes to cancel their reservation, they must exit your place upon submitting an official cancellation.

If the **guest chooses to leave early**, this is what happens:

| | Nights refunded | Refund amount |
|----------|---|---------------|
| Flexible | All nights falling 24hrs after cancellation | 100% |
| Moderate | | 50% |
| Strict | Non-refundable | |

You have until 14 days after the original check-out date or before a new guest checks in (whichever happens first) to make any security deposit claims.

Cancellation Policies

LONG-TERM BOOKINGS AND CANCELLATIONS

If the guest makes a long term reservation and decides to cancel the reservation before the start date, the first month of the reservation is paid to the host in full and not refunded to the guest.

If the guest books a reservation and decides to cancel remaining days of the reservation midway throughout their stay, the guest must use the booking alteration tool in order to agree to a new checkout date with their host.

Regardless of the checkout date chosen, the guest is required to pay the host for the 30 days following the cancellation date, or up to the end date of the guest's original reservation if the remaining portion of the original reservation is less than 30 days.

FEE REFUNDS

Cleaning fees are always refunded if the guest did not check in. Service fees will be refunded through an adjustment to the final reservation total you're paid after the refund. Applicable taxes will also be retained and remitted by Airbnb.

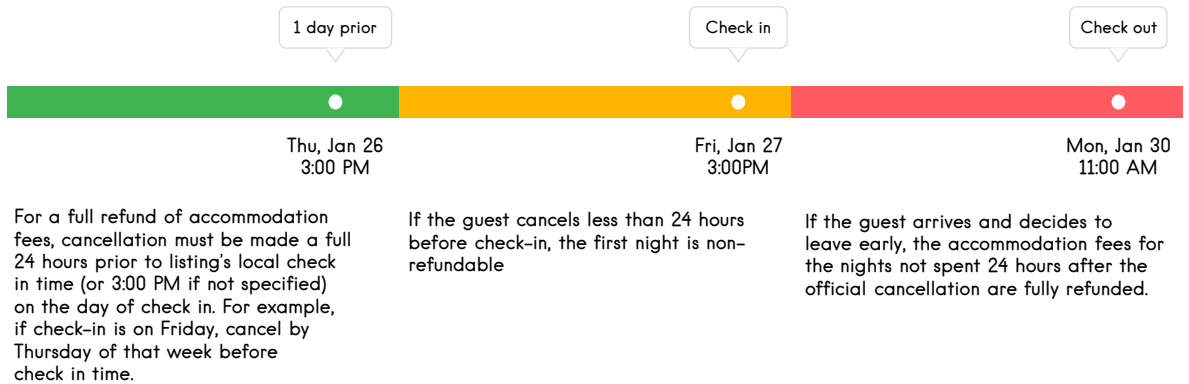
You can always verify payouts of fee refunds by logging into Airbnb and going to your **Transaction History**. The updated amount you are to be paid (post-cancellation) will be stated.

Note that there will be no mention of the cancellation within your transaction history – only the updated amount that Airbnb will pay, or has paid to you, in the form of a fee refund (as per your cancellation policy).

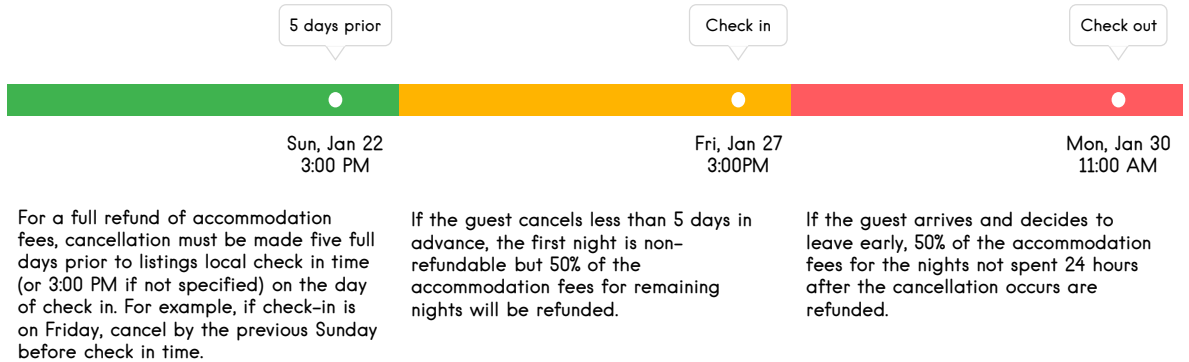
Cancellation Policies

CANCELLATION POLICY EXAMPLES

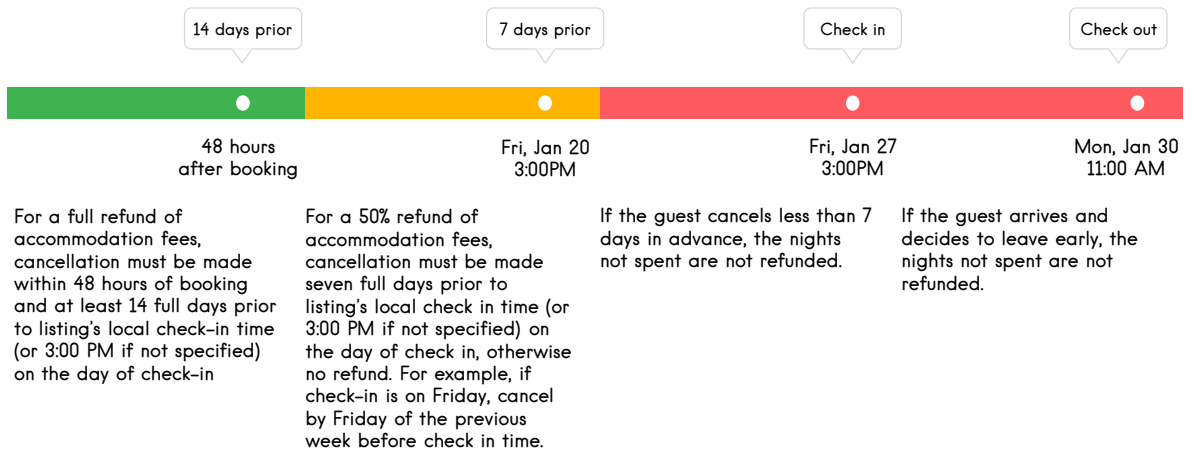
Flexible



Moderate



Strict



Cancellation Policies

CIRCUMSTANCES WHERE CANCELLATION POLICIES WON'T APPLY

Airbnb will not uphold your listing's cancellation policy if there are **extenuating circumstances**. These include:

- The **unexpected death** or **serious illness** of a guest or their immediate family member
- A **serious injury** that directly restricts a guest's ability to travel
- A **significant natural disaster** or **severe weather incidents** impacting your location or the location of the guest's departure
- **Urgent travel restrictions** or **severe security advisories** issued after the time of booking by an appropriate national or international authority (such as a government office or department)
- **Endemic disease** declared by a credible national or international authority (such as the World Health Organization)
- **Government-mandated obligations** issued after the time of booking

The Airbnb **Guest Refund Policy** protects guests from last-minute host cancellations, lock-outs, and listings that are misrepresented, unsanitary, or lacking in promised amenities or items.

Your cancellation policy may not apply if you violate one or more of Airbnb's hosting standards. These include things like communication, check-in, accuracy, cleanliness, the overall experience or maintaining an up-to-date calendar.

In the event of a complaint from a guest, notice must be given to Airbnb within 24 hours of their check-in. Airbnb will then mediate where necessary, and have the final say in all disputes.

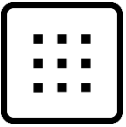
The cancellation policy will also not apply where there are legitimate safety concerns held by the guest.

Cancellation Policies

ISSUING ADDITIONAL REFUNDS

At the time of cancellation, your guest is automatically refunded according to your cancellation policy. Whilst you are under no obligation, if you'd like to offer your guest a bigger refund, there are two ways of doing so.

With both methods, the refund is considered final and you are not entitled to a return of any moneys you decide to refund. To ask your guest for any money back, you would need to submit a new refund request using the Airbnb Resolution Center.



Method 1: Issue Refund Button

If your guest canceled the reservation before the check-in date, an 'Issue Refund' link will appear under the reservation in the Reservations section of your Airbnb account.

The amount you are able to refund the guest will be capped by the amount that you were (or will be) paid out by Airbnb for the original booking as per your cancellation policy.

Issue Refund

The guest cancelled the reservation before checking in. Would you like to waive the cancellation policy and issue the guest a refund?

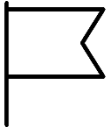
Amount \$

(\$1761 maximum)

You will not receive a full payout for this reservation. The guest will receive an email confirmation.

[Cancel](#)[Issue Refund](#)

Cancellation Policies



Method 2: Resolution Center



You can also refund your guest using the Airbnb Resolution Center (www.airbnb.com/resolutions).

Once in the Resolution Center, select the 'Send Money' button then select the reservation you wish to offer a refund to, from the list of reservations that are displayed.

If the reservation you're looking for isn't in the drop-down menu, that means it's more than 60 days old and is not eligible for a Resolution Center refund.

Enter the amount and a note letting the guest know why you're sending them money.

Send money to:

| | | |
|---|---|----------------------------------|
|  | Jaymin Family-friendly Dream NYC Apartment | <input checked="" type="radio"/> |
|  | Irvine Family-friendly Dream NYC Apartment | <input type="radio"/> |
|  | Marie Family-friendly Dream NYC Apartment | <input type="radio"/> |

Send money

How much would you like to send Jaymin?

\$

Add a note for Jaymin

Let them know why you're sending them money.

After you send the message, your guest will be automatically notified by the Airbnb messaging system, and they have the choice of whether or not to accept the refund.

Airbnb will be automatically notified once an offer to send money has been accepted and will process the refund within 48 hours.

You will be notified via email once the refund is complete.

Cancellation Policies

CANCELLING AS A HOST

There may also be rare times that you, as the host, need to cancel a reservation. Hosts need to be aware that despite being able to do so, there are consequences to cancelling a guest's reservation. Hosts should also be familiar with their options for mitigating these consequences on their ongoing Airbnb success.

If you need to **cancel a guest's reservation** you have two ways of doing so:



Desktop Computer

Login to Airbnb

Go to **Reservations**

Find the reservation to cancel

Select "**Change or Cancel**"



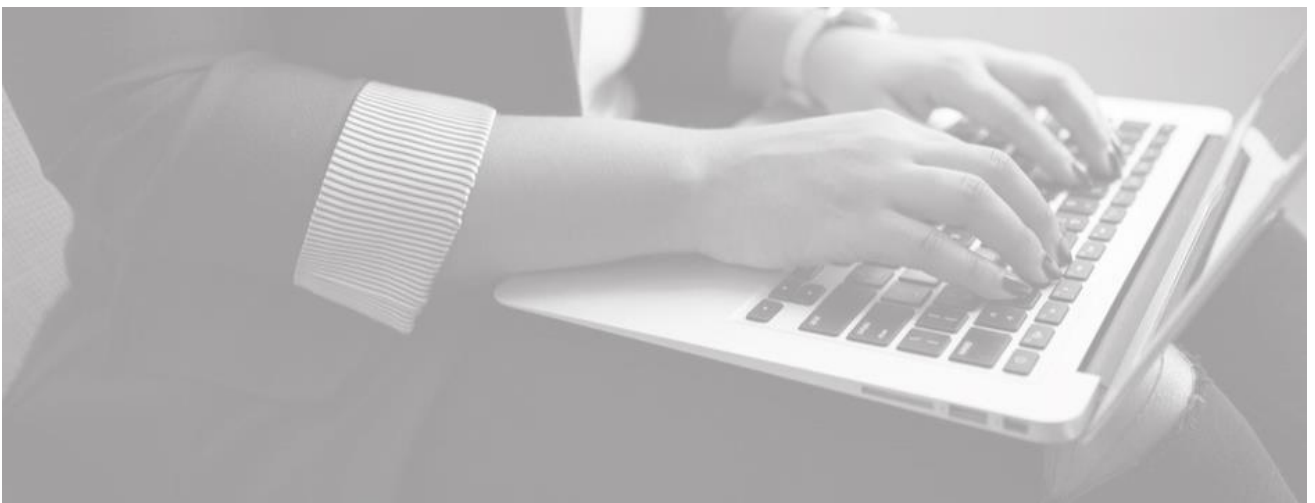
Airbnb Smartphone App

Go to the **Calendar** tab on app

Find the reservation to cancel

Scroll down to bottom

Select "**Cancel Reservation**"



Cancellation Policies

Because cancellations can have serious implications on a guest's trip, Airbnb impose penalties on hosts that cancel confirmed reservations. These penalties include:



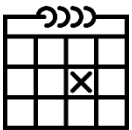
Cancellation Fee

Hosts that cancel any reservation within 7 days of check-in are charged a \$100 cancellation fee, or a \$50 fee for cancellations more than 7 days before check-in. Cancellation fees are waived for your first cancellation within a six month period. Airbnb will automatically deduct any applicable cancellation fees from your next payout.



Automated Review

An automated review will be posted to the host's profile indicating that they canceled one of their reservations. Airbnb encourage these hosts to publicly respond to clarify why they needed to cancel (which hosts have the option of doing).



Unavailable / Blocked calendar

The host's calendar will stay blocked and won't be able to accept another booking for the same dates of the canceled reservation.



Loss of Eligibility for Superhost Status

These hosts won't be eligible to earn Superhost status for one year following the most recent cancellation.

Cancellation Policies

Instant Book hosts are able to cancel 100% of reservations penalty-free under certain circumstances.

Some examples of when a host can cancel penalty-free include when the guest:

- Has several unfavorable reviews that concern the host
- Hasn't responded to questions the host needs to know about their trip
- Makes it clear they'll likely break one of the host's house rules (like bringing a pet or smoking)

To cancel an Instant Book reservation: Login to Airbnb > In **Hosting** mode, select **Reservations** from the navigation bar at the top > Select **All** > Find the reservation to cancel and click on **...** > Select **Change or Cancel** > Select **Cancel Reservation** > Select **I'm uncomfortable with the reservation or the guest has broken my House Rules**

Change or cancel Marie's reservation

Jan 1st – Jan 10th at [Family-friendly Dream NYC Apartment](#)



Cancel reservation

Only select if changing the reservation isn't an option. Host penalties may apply.

[Cancel reservation](#)

Why are you looking to cancel?

- ☐ My place is unavailable
- ☐ I'm looking for a different price or trip length
- ☒ I'm uncomfortable with the reservation or the guest has broken my House Rules
- ☐ My guest needs to cancel
- ☐ Other

Once you've completed those steps, your host penalties will automatically be waived (no cancellation fee, no automated cancellation review, no loss of Superhost eligibility and no permanently blocked dates).

Airbnb will also help your guest find another place to stay for their trip.



Your one-stop-shop for getting found more often,
selling your space and making more money on Airbnb

Other Airbnb Cheat Sheets in this series:

- Deciding to List your Place on Airbnb
- Safety, Security & Protecting Your Property
- Listing Your Place on Airbnb
- Pricing
- Getting Found
- Communications
- The Check-In Process
- Providing a Phenomenal Guest Experience
- Check-Out, Cleaning & Turnover
- Payment & Taxes
- Reviews & Credibility
- Continuous Improvement

Visit padlifter.com/resources to download



padlifter.com

All information provided in this document is provided "as-is" and with no warranties. No express or implied warranties of any type, including for example implied warranties of merchantability or fitness for a particular purpose, are made with respect to the information, or any use of the information, within this document. Whilst care has been taken to ensure that information contained in this document is true and correct at the time of publication, changes to Airbnb made after the time of publication may impact on the accuracy of this information. Padlifter gives no warranty or assurance, and makes no representation as to the accuracy, reliability or completeness of any information or advice contained in this document, or that it is suitable for your intended use. Padlifter specifically disclaims liability for incidental or consequential damages and assumes or undertakes no responsibility or liability for any loss or damage suffered by any person as a result of the use, misuse or reliance of any of the information and content contained within this document. If seeking further clarity on issues relating to Airbnb, both existing and prospective hosts should contact Airbnb or consult a lawyer or tax professional if they are unsure of anything.